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Issue 3

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Massachusetts State 911 Department Newsletter

Massachusetts State 911 Department Honors Dispatcher Charles McGowan



Pictured above from left to right: Dudley Police Chief Steve Wojnar; Dudley Fire Chief Dean Kochanowski; Webster EMS Chief Gary Milliard; SWCCC Director Greg Lynskey; SWCCC Dispatcher Charles McGowan; Auburn Fire Chief Steve Coleman; Webster Fire Chief Brian Hickey; and Webster Police Chief Timothy Bent.

On January 2, 2017, at 2:00 a.m. while on duty at the South Worcester County Communications Center (SWCC), Dispatcher Charles McGowan was monitoring a structure fire in the nearby town of Oxford over the SWCCC radio system. He heard a mayday call from two Auburn firefighters working under mutual aid trapped inside the burning structure and on a channel that was not being monitored by the fire department. Dispatcher McGowan immediately notified the Oxford Dispatch Center and fire scene personnel within one minute of hearing the call for help. We commend Dispatcher McGowan for being observant and also for his timely effort and actions which clearly made a difference in the safe outcome for both of the trapped firefighters.

NEXT GENERATION 9-1-1



There are now over ninety (90) PSAPs migrated to Next Generation 9-1-1. We also have two PSAPs with a satellite dish migrated over to Next Generation 9-1-1. The Automatic Call Distribution (ACD) software for the larger PSAPs is installed in the GDIT lab and the State 911 Department has started regression testing. We will invite ACD PSAPs to test this version themselves in early April. GDIT will be scheduling visits for all ACD PSAPs in the next month or so. We expect any PSAP calling GDIT's help desk to receive very good customer support. If you have a less than favorable experience, please contact Norm Fournier at norm.fournier@state.ma.us.

Updates from our Systems Division



Wireless Direct:

The State 911 Department has met with several Regional PSAPs and RECCs to discuss wireless direct. We will be reaching out to all RECCs and Regional PSAPs on this important initiative with the goal of eliminating a transfer and speeding up help for those in need. While Next Generation 9-1-1 allows for more accurate routing of 9-1-1 calls, the locations information still remains dependent upon the carriers.



Text to 9-1-1:

While most of the infrastructure is built, additional work and thorough testing must take place before "Text to 9-1-1" can be made available in the Commonwealth. One of the important components of the "Text to 9-1-1" project is the operational process. The State 911 Department is working diligently to develop the process that will provide a reliable source of communication for citizens that are unable to call 9-1-1 and rely on texting in emergencies. The State 911 Department is in the process of identifying two PSAPs that will accept and process the text messages for the PSAPs not taking text messages directly.

Updates from our Fiscal Division



The **FY 2018 REGIONAL and REGIONAL SECONDARY PSAP and RECC DEVELOPMENT GRANT** Guidelines and application have been released. All applications are due on or before **5:00 PM** on **Monday, May 15, 2017**.



The State 911 Department will be hosting a **two-hour workshop** for all parties interested in applying for funding under the FY 2018 Regional Public Safety Answering Point and Regional Secondary PSAP and Regional Emergency Communication Center Development Grant. The workshop will be hosted at the State 911 Department's offices located at **151 Campanelli Drive, Suite A, Middleborough, MA** on **April 11, 2017** beginning at **10:30 a.m.** The workshop will review the Grant Guidelines, the application process and documentation, as well as answer any general questions regarding the Grant. Registration is suggested but not required. Please e-mail 911Deptgrants@state.ma.us to register.



As we enter the final quarter of FY 2017, PSAPs are encouraged to review their FY 2017 approved grant awards to ensure all personnel for whom reimbursement will be requested are included on the grant, all goods and services for which the PSAP intends on submitting reimbursement are included on the grant, including quantities, and ensure that approved budget is properly aligned with anticipated spending. Changes to grant awards cannot be made after June 30, 2017.

Updates from our Training Division

Log-In / Log-Out Reminder

PSAPs that have converted to the new Next Generation 9-1-1 system are reminded that logging in and logging out are essential at the beginning and end of each shift. The Next Generation 9-1-1 HELP Desk continues to contact PSAPs that are not following this process. It is critical that this process be followed so that the system continues to function efficiently.

Next Generation 9-1-1 New Hire Classes

A reminder, that if your PSAP is now using the new Next Generation 9-1-1 system, newly hired personnel are required to attend 2 day equipment training. Please contact Cathy.rodriquez@state.ma.us or venus.wheeler@state.ma.us to register.

Next Academy

The next Academy is scheduled to begin on May 1, 2017 and will be held at or Middleborough training facility. Please contact Cathy Rodriguez if you have questions or are planning to enroll someone from your PSAP.

Admin Training for Next Generation 9-1-1 Deployed PSAPs

Admin training for the new system takes place each Friday at various training facilities. Unlike the PALLAS or Meridian system, for security, PSAP Administrators must attend a 4 hour training in order to obtain an ID to log in to the Admin system as it pertains to the new Emergency Call Works System (ECW).

Continuing Education Hours for FY 2017

As we approach the end of Fiscal Year 2017, PSAPs are reminded that each certified telecommunicator is required to obtain 16 hours of Department-approved continuing education hours by June 30, 2017. If EMD is provided in house, all EMD and CPR certifications must be current.

ATTENTION: Next Generation 9-1-1 Training

The 8 hour Next Generation 9-1-1 training and the 4 hour Admin training are both eligible for continuing education hours. If you are scheduling training now to meet the continuing education requirement, please be mindful that 8-12 hours of the required NG 9-1-1 training will count towards the continuing education hours if you are deploying to the Next Generation 9-1-1 system before June 30, 2017.

Massachusetts Equipment Distribution Program



The Massachusetts Equipment Distribution Program (Mass EDP) offers a variety of adaptive telephones for Massachusetts residents with a permanent disability. There is a simple application process that verifies the applicant's residence and disability. If the applicant's annual income is \$50,000 or less, there is no charge for the telephone.

For an application or more information about Mass EDP, visit the website at www.mass.gov/massedp or call our customer service center at 1-800-300-5658 voice/TTY.

This month we are featuring the **Panasonic KX-TGM450** cordless telephone. This particular phone is designed to assist people with audio, visual, speech, and motion disabilities.

Features of the KX-TGM450

- DECT 6.0 technology for improved range and superior transmission between base and handset
- 50dB amplification
- Amplified digital answering machine
- Tone control – 6 level presets with customization options
- Noise reduction for clearer calls from noisy locations
- Amplified speakerphone with tone control
- 112dB loud ringer with bright red visual ringer
- 15 different ringtone options
- Call waiting/Caller ID
- Talking caller ID, keypad and phonebook
- 100 phonebook entries
- English and Spanish LCD and talking caller ID option
- 3 memory buttons
- Add up to 5 additional expansion handsets
- 2.5mm headset/neckloop jack
- Built-in battery back-up—a fully charged handset provides up to 13 hours talk time and 9 days standby
- Wall or desk mount
- Hearing Aid Compatible



Honoring Skylynn Vega



Pictured above from left to right: Webster Police Sgt Gordon Wentworth; SWCCC Dispatcher Jonathan Brooks; Webster EMS Chief Gary Milliand; Relatives of Skylynn to include her brother in front of Mom and Dad Stephanie Vega and Joel Baez; SWCCC Director Greg Lynskey; Webster Police Chief Timothy Bent; and Webster Fire Chief Brian Hickey.

The Massachusetts State 911 Department recognizes and honors Miss Skylynn Vega for her courage to call 9-1-1 after her father became ill at home. Not only did she notify family members, call 9-1-1, and calm her younger brother, but, she also listened carefully to the 9-1-1 dispatchers and provided them with critical information so that they could send help for her father. She is a role model for other children and we commend her confidence and courage during an emergency situation.

Public Education Opportunities



On Monday, March 13, 2017, a gathering of Statewide Advisory Council members, community members, legislators, and state agency directors was held at the Great Hall, State House, Boston for deaf and hard of hearing constituents. This event provided information on the challenges our legislators have overcome in the fight for equal opportunity and betterment of the deaf and hard of hearing community. Members in attendance had the opportunity to listen and discuss their concerns and successes of the programs available.

Also held was the annual awards ceremony in which the Commonwealth recognized various high school students and community volunteers for going above and beyond to help disabled members in their community.

Members of the State 911 Department (Ronnie Zuniga), Massachusetts Equipment Distribution Program (Glenn Shultz, pictured left), and MassRelay (Courtenay St. Germain, pictured left) were in attendance as exhibitors to discuss and demonstrate some of the great benefits each program offers residents of the Commonwealth.

If you or anyone you know would like to have either program attend or present at your next community event or gathering, please feel free to contact Public Education Coordinator Ronnie Zuniga at 508-821-7205 or ronnie.zuniga@state.ma.us